

Memo

To: North Dakota Medicaid Providers
From: North Dakota Medicaid
CC: Maggie Anderson, Director of North Dakota Medicaid
Date: December 14, 2007
Re: Update of criteria for submission of paper claims, adjustments, and attachments

To ensure paper claims, adjustments, and attachments submitted by NDMA providers do not cause scanning problems or delays in adjudication the following criteria will be implemented on documents received February 1, 2008.

Documents will be returned to the provider for proper resubmittal if the document submission criteria is not met.

1. Use only black (preferable) or blue ink. Do not use red ink.
2. Do not staple documents together.
3. Do not fold documents – submit in an 8 1/2 x 11 envelope. This does not apply to Qualified Service Providers.
4. Do not use highlighter, white-out, or correction tape.
5. All information must be legible, typed (preferably Arial or Helvetica font) or printed, and within the boxes. Information must not touch or cover lines or writing.
6. Submit documents on 8 1/2 X 11 white paper. If document is smaller or larger than this size, copy it to 8 1/2 X 11 white paper.
7. Do not submit carbon or NCR copies.
8. Documents cannot have any dark smudges, blackouts, or dark print that runs together.
9. Do not place any labels, stickers, or tape on documents.
10. Do not submit two-sided documents.
11. Do not use dashes or slashes in the Recipient ID, Patient Account Number or other fields.
12. Only one line of service is allowed per detail line on the claim or adjustment form. Do not bill with two service lines compressed into one detail line.

For questions please contact Juli at 328-1622.